SIEMENS

ARCADIS

SP

Troubleshooting Guide

System

Software, Service Information

Valid for:
ARCADIS Varic
ARCADIS Orbic
ARCADIS Orbic 3D
ARCADIS Avantic

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Configuration

Function	Changing the Host name or IP address	
Problem	The modified data will not be properly applied if the Host name and / or IP address are changed and saved with <Save> unless a reboot is performed immediately after saving.	
Workaround	• After the Host name and / or IP address are changed, following the selection of <Save>, the system is rebooted by selecting the <Reboot> button. ➪ The data will then be correctly applied.	
Sporadic No	Reported VB13C	

Function	Parameter “Grace Period”	
Problem	When the parameter "Grace Period" is less than "800" (= 8 seconds), proper system start is not guaranteed.	
Workaround	• Leave the parameter "Grace period" at "800". ➪ With the the VB13C software, the default value is already set to 800.	
Sporadic No	Reported VB13C	

Function	Codonics printer	
Problem	If the parameter “Hardcopy button sends image to film task card” is not set on the Codonics printer, printing may fail if initiated from the base unit.	
Workaround	• Always activate the parameter “Hardcopy button sends image to film task card”.	
Sporadic No	Reported VB13C	

Radiation release is not possible.

Function	Release radiation	
Problem	Due to existing print jobs, no radiation release is possible.	
Workaround	• Select “Patient” in the Acquisitions task card. • Click “Film Task Status”. ➪ The status is displayed. • Click the printer displayed. ➪ The Printer Queue is displayed. • Select all print documents displayed. • Click the right mouse button. • Click “Cancel”. ➪ The following is displayed: Are you sure you want to cancel the selected print jobs? • Click “Yes”. ➪ All print jobs in the queue are deleted.	
Sporadic No	VB10B VB10C VB13C	

Switching off the system completely

Function	Switching off the system completely	
Problem	After a shutdown, for example, the main system is without voltage. However, voltage is present at the monitor trolley, and the system no longer responds to the system main switch.	
Workaround	• Press the Reset button on the monitor trolley. - This button is located underneath the keyboard. ➪ This immediately shuts off voltage at the monitor trolley.	
Sporadic No	Reported For all software versions	

Service; shutdown; hibernate;

Function	Service / shutdown / hibernate	
Problem	The monitor goes into hibernate mode after servicing when the system is powered down via the ON/OFF switch on the monitor trolley. After being switched on, the system returns to the same state prior to being powered down. Service changes are not active.	
Workaround	• Switch off the system using <Options>-<End Session>-<Shutdown System>, and switch it on again. ➪ All changes will be correctly accepted by the system.	
Sporadic No	Reported VB13C	

Function	Open service and DCM with 30 f/s (option)	
Problem	If the service software is open while 30 f/s fluoroscopy is released, problems with system performance may arise.	
Workaround	• Do not release fluoroscopy with 30 f/s when the service is open.	
Sporadic Yes	Reported VB13C	

Function	“Restart Application” via Local Service	
Problem	If a restart has been initiated via <Local Service>-<Utilities>-<System>-<Restart Application> , there is no restart and a "Timeout" error message is issued.	
Workaround	• Do not restart using <Local Service>-<Utilities>-<System>-<Restart Application>.	
Sporadic No	Reported VB13C	

Function	"Shutdown system" message box.	
Problem	If during servicing, e.g., after a download to the main system, a message box with "Shut down system" is displayed, and <OK> is selected, shutdown may fail if a CD-ROM is in the CD/DVD drive.	
Workaround	• Remove the CD-ROM from the drive before shutting down during servicing.	
Sporadic Yes	Reported VB13C	

Main system - software download

Function	Main system - software download	
Problem	Error 0001 appears on the display of the base unit after a download of the main system software.	
Workaround	• Switch off the system using <Options>-<Shutdown System>, and switch it on again. ➪ The error message will disappear.	
Sporadic No	Reported VB13C	

Developer log

Function	Generating a Developer log	
Problem	If other activities are initiated while a Developer log is being generated (CTRL + ALT + S), an endless loop may be created that will block the system.	
Workaround	• No other activities may be performed during the generation of a Developer log (CTRL + ALT + S). • If a problem has already arisen, power down the system using <Options>-<Shutdown System> and switch the monitor trolley off and on again.	
Sporadic No	Reported VB13C	

Upgrading the 3D function (Orbic)

Function	Upgrading the 3D function on the ARCADIS Orbic	
Problem	The system does not properly recognize the 3D license after an upgrade to the system type "Orbic 3D".	
Workaround	• After changing the system type, exit the service software with "Exit", shut down the system with <Option>-<End Session>-<Shutdown System> and restart. ➪ The system type will be correctly applied.	
Sporadic No	Reported VB13C	

Administrator

NOTE

By releasing the administrator rights you can carry out all settings within Windows XP. Changes not released for Windows XP can result in serious PC problems!

NOTE

"Random Password" may not be activated under <Service>-<Configuration>-<Users>.

Logging on as administrator

- Open the service software.
- Select "Utilities".
- Under "Source", select "System".
- Select "Shutdown Application".
- Click <Go>
  - ➪ The following is displayed:
    An application shutdown has been selected.
    Are you sure you want to continue?
- Click <Go>
  - ➪ The following is displayed:
    "Shutdown of application finished".
  - ➪ The customer user interface is no longer displayed.
  - ➪ The "Start" button can be selected in the lower menu bar.
- Click <Go>
- Click "Shut down".
- Select "Log off meduser".
- Click <OK> and immediately press the Shift key on the keyboard.
  - ➪ The following message is displayed:
    "Log on to Windows"
- Under "User name", enter "administrator".
- Under "Password," enter the administrator password (refer to the SP password list).
- Click <Go>.
  - ➪ The system is now on Administrator level.

Logging off as administrator

- In the menu bar select <Start>-<Shutdown System>-<Restart>.
- After the restart, the system is logged on again as "meduser".

Dual monitor setting

NOTE

In case the dual monitor setting is lost, e.g., caused by a defective monitor, the setting may be recovered by initiating an automatic script.

- Open the service software.
- Select "Utilities".
- Under "Source", select "System".
- Select "Shutdown Application".
- Click <Go>
  - ➪ The following is displayed:
    "Shutdown of application finished".
  - ➪ The customer user interface is no longer displayed.
  - ➪ The "Start" button can be selected in the lower menu bar.
- Right-click on "Start", select "Explorer" and open.
- Find the path "C:\ASPIA\.utils" and double-click on "SetSCM.exe".
  - ➪ The monitor settings will be performed automatically.
- Power down the system with <Start>-<Shutdown..>.

Defining Monitor 1

NOTE

It is possible that Monitor 1 is not properly recognized, for example if the previous monitor was faulty. As a consequence, the left monitor is mistaken for the right monitor.

Procedure for selecting Monitor 1 (live monitor).

- Shut down the system via <Options>-<End Session>-<Shutdown System>, and press the "Power off button" on the monitor trolley.
  - Wait until the system has shut down completely.
- Remove the rear panel from the monitor trolley.
- Disconnect the reference monitor, and attach only the live monitor to the PC.
- Switch on the system.
  - ➪ During the boot-up the connected monitor is recognized and determined as Monitor 1.
- After booting, shut down the system via <Options>-<End Session>-<Shutdown System>, and press the "Power off button" on the monitor trolley.
- Reconnect Monitor 2 (reference monitor).
- Switch the system on.
  - ➪ The monitors will then be properly recognized.

Explorer

Opening Explorer

- Open the service software
- Under Home Menu, select “Utilities”
- Under Source, select “Escape to OS”
- Under Command, select “NT Command Interpreter”
- Under Parameter, select the “explorer” command
- Press “go”
  - The Explorer is displayed.

NOTE

You can minimize the “Local Service Window” in order to be able to view the Explorer.

Log files

Creating an examination sets file

- Open the service software
- Click on "Reports"
- Click "Exam sets" under "Remote diagnostics".
  - This creates the "examination set configuration" file.

Creating a Developer save log file

- Press “Ctrl” + “Alt” (to the right of the spacebar) + “S”.
  This will create the Service save log file and the Developer save log file.

Creating a Service save log file

- Open the service software.
- Select "Utilities” under the "Home" menu.
- Select "Escape to OS" under "Source".
- Under "Command", select "Create ASPIA Save Log”.
- Press "Go".
  - The service log file is created.

Creating a Developer save log file

- Open the service software
- Under Home Menu, select “Utilities”
- Under Source, select “Escape to OS”
- Under Command, select “Create ASPIA syngo Save Log”
- Click on “Go”
  - The developer log file is created.

Writing log files to CD

- Open the service software
- Select the “Eventlog”
- In the upper command line, click on the item “Burn Log-Files”
  - Optionally a current Developer log can be created prior to burning.
  - Files located in the Extract folder can be tagged or deselected for burning to the CD-ROM.

Med User

The Med User group includes all persons that work with the system. This means that everybody can also log on with the general Med User password.

Entering the "meduser" password is only required if "Autologon" was not activated in the service software.

This password is differentiated within the individual systems by the last three characters. These three final characters (refer to XXX) are the same as those provided for the computer name.

The Med User password is:

@med@Userxxx

Example:

For example, the computer name is: ARCADISVA10000.

The meduser password would be as follows: @med@User000

A

Acquire an image

- Select the "examination" task card
- Register the patient
  - This can also be an "emergency” patient
- Press the fluoroscopy button

C

Check the disk space

- Log on as administrator
- Select the Windows start button and click the right mouse button
- Click on Explorer
- Select "My Computer”

Drive "C”

- Select drive "C:”
- Click the right mouse button
- Select "Properties"
  - The "capacity”, "free space” and "used space” are displayed
- Check if the "free space” is at least 15% of the "capacity”

  If the "free space” is less than 15% of the "capacity”
- In Explorer under drive C: select the "Temp” directory
- Select "View” in the upper command line
- Click "List"
- Select a file from the files displayed in the "Temp” directory
- Press the "Ctrl” and "A” keys at the same time
  - This selects all files in the "Temp” directory
- Press the "Shift” and "Delete” keys
  - The following dialog box is displayed: "Are you sure you want to delete.....”
- Click "Yes"
  - This deletes files currently not in use.
  - The message "Cannot delete .....” is displayed.
- Click "OK".
- Right-click on "Recycle bin"
- Select "Empty Recycle Bin” in Explorer
  - If "Empty Recycle Bin” cannot be selected, it is already empty

Drive "D”

- Select drive "D”
- Click the right mouse button
- Select "Properties"
  - The "capacity”, "free space” and "used space” are displayed
- Check if the "free space” is at least 15% of the "capacity”
- If the "free space” is less than 15% of the "capacity”

- Right-click on "Recycle bin"
- Select "Empty Recycle Bin" in Explorer
  - If "Empty Recycle Bin" cannot be selected, it is already empty
- Switch off the system and then restart it

No network available

- Save the patients on CD-ROM as described in the operating instructions.
- After saving, delete these from the Patient browser.

Network available

- Save the patients in an available archive as described in the operating instructions.
- After saving, delete these from the Patient browser.

NOTE	**Drive E: must not be checked from the imaging system view.**

Check that the connections to the imaging system PC are ok

- Remove the rear panel from the monitor trolley
- Check all connections at the rear of the imaging system PC.

Check the networking configuration

- Open the service software
- Select "Configuration"
- Select "TCP/IP LAN" under "Local host"
- Make sure that "Obtain an IP address from DHCP server" is not selected
- Make sure that the entries for "IP address", "subnet mask" and "gateways" are correct

Check the interface cable and connectors between main system and imaging system

- Ensure that the monitor trolley is connected to the main system
- Ensure that no contact is bent at the plug of the connection cable

Check that enough physical memory is available and the PC is not blocked by swapping to virual memory

- No "Action" is possible in this instance

Check the size of the directories containing temporary files

- Log on as administrator
- Select the Windows start button and click the right mouse button
- Open Explorer
- Select "My Computer”

Drive "C”

- Select drive "C”
- Click the right mouse button
- Select "Properties"
  - The "capacity”, "free space” and "used space” are displayed
- Check if the "free space” is at least 15% of the "capacity”

  If the "free space” is less than 15% of the "capacity”
- In Explorer under drive C: select the "Temp” directory
- Select "View” in the upper command line
- Click "List"
- Select a file from the files displayed in the "Temp” directory
- Press the "Ctrl” and "A” keys at the same time
  - This selects all files in the "Temp” directory
- Press the "Shift” and "Delete” keys
  - The following dialog box is displayed: "Are you sure you want to delete.....”
- Click "Yes"
  - This deletes files currently not in use.
- Right-click on "Recycle Bin” in Explorer
- Select "Empty Recycle Bin”
  - If "Empty Recycle Bin” cannot be selected, it is already empty

Deleting the jobs created for writing to a CD-ROM

"C:\\AN_CDR_DIR” stores the jobs of the operating system that were created for writing to a CD-ROM

These are stored until the write process is completed.

If jobs are still contained in this file, without a write process taking place, these jobs can be deleted as follows.

- Select "My Computer”
- Select drive "C:\AN_CDR_DIR”
  - This is only shown if "DICOM offline devices” has been configured
- Select or mark the files to be deleted
- Click the right mouse button
- Select "Delete"

- This completely deletes all print jobs

Check the CAN connection to the main system

- Ensure that the monitor trolley is connected to the main system
- Ensure that no contact is bent at the plug of the connection cable
- Remove the rear panel from the monitor trolley
- Check all connections at the rear of the imaging system PC
- In particular, ensure that the USB-to-CAN adapter is connected and its green light is lit

Check the network connection to the navigation system

- Ensure that the connection cable is connected to the monitor trolley and the navigation system
- Ensure that the correct cable type is being used
  - A direct connection requires a crossover Ethernet cable
  - A connection via a hub or switch requires a normal Ethernet cable
- Test the connection by clicking on "Network nodes" under Configuration in the service software
- Select the name entered for the navigation system under "Select host"
  ➪ The host name and TCP/IP address are displayed
- Click "Test"
  ➪ A message regarding the existence of a connection is displayed
- If there is no connection, make sure that "Obtain an IP address from DHCP server" is not selected
- If there is no connection, make sure that the "IP address", "subnet mask", and "gateway" have been entered correctly.

Check the navigation system

- Ensure that the navigation system is switched on
- Ensure that the correct work step (calibration or recording) is selected on the navigation system.
  - Consult with navigation system operating personnel about this item.

Check limit switches

- Remove the cable module cover
- Release the brake and manually move the C-arm
- Ensure that the limit switches switch before the C-arm reaches the mechanical limit stop

- If the limit switch does not switch, adjust it
- Check the cabling of the limit switches

Check cabeling

- Remove the cable module cover
- Release the brake and manually move the C-arm
- Ensure that the limit switches switch before the C-arm reaches the mechanical limit stop
- If the limit switch does not switch, adjust it
- Check the cabling of the limit switches

Check limit switch to see if the top and bottom were not mismatched during installation

- Remove the cable module cover
- Release the brake and manually move the C-arm
- Ensure that the limit switches switch before the C-arm reaches the mechanical limit stop
- If the limit switch does not switch, adjust it
- Check the cabling of the limit switches

Check the adjustment of the orbital potentiometer

- Select "3D adjustment/potentiometer" under "Main system"
- Perform the steps for the orbital potentiometer und angulation potentiometer as described under "Description"

Check the coupling unit

- Check fuse F2 on printed circuit board D200
- Check whether 24V are present at the coupling unit
- If this is the case, the coupling unit may be defective

Check connection to the main system

- Ensure that the monitor trolley is connected to the main system
- Ensure that no contact is bent at the plug of the connection cable
- Remove the rear panel from the monitor trolley
- Check all connections at the rear of the imaging system PC
- Ensure that the USB-to-CAN adapter is connected and its green light is lit

Check if the USB-to-CAN compact module is plugged into an USB-port to the PC

- Remove the rear panel from the monitor trolley
- Ensure that the USB-to-CAN module is connected to the imaging system PC via USB and its green light is lit
  - The light must be green to indicate correct functioning

Check the LED on the USB-to-CAN compact module. It should be green for proper usage

- ·Remove the rear panel from the monitor trolley
- ·Ensure that the LED on the USB-to-CAN module is green.
  - The LED must be green to indicate correct functioning

Check driver

Step 1

- Ensure that the monitor trolley is connected to the main system or the navigation system
- Ensure that no contact is bent at the plugs of the connection cable
- Ensure that the USB-to-CAN module is connected to the imaging system PC via USB and its green light is lit
- Unplug the USB plug of the USB-to-CAN module from the PC and wait 5 seconds
- Plug the USB plug back into the PC
  - ➪ The driver is reinstalled
- Ensure that the correct cable type for the navigation system is being used
  - A direct connection requires a crossover Ethernet cable
  - A connection via a hub or switch requires a normal Ethernet cable
- Test the connection by clicking on "Network nodes" under Configuration in the service software
- Select the name entered for the navigation system under "Select host"
  - ➪ The host name and TCP/IP address are displayed
- Click "Test"
  - ➪ A message regarding the existence of a connection is displayed
- If there is no connection, make sure that "Obtain an IP address from DHCP server" is not selected
- If there is no connection, make sure that the "IP address", "subnet mask", and "gateway" have been entered correctly and that the connection cable is plugged into the monitor trolley and the navigation system.

Step 2

- Log on as administrator
- Select "Settings"
- Select "Control panel"
- Click on "Switch to classic view"
- Double-click on "IXXAT interfaces"
  ➪ The "IXXAT interface" window is displayed
- Select "USB-to-CAN"
- Click "Test"
  ➪ A "Board info" window is displayed and indicates whether the test was successful
- If the test was not successful, unplug the USB plug of the USB-to-CAN module from the PC and wait 5 seconds
- Plug the USB plug back into the PC
  ➪ The driver is installed
- Click "Test" again

Check the event log for other errors

- Search for other messages in the event log during the same time segment

D

Disable the DICOM option in the local service list of options page or import the needed license

Disable the DICOM option

- Open the service software
- Select "Configuration"
- Remove the selection of the respective DICOM option in the "List of system options”

Import the DICOM license

- Open the service software
- Select "Configuration"
- Select "Licensing” under "Service"
- Select the license file via "Browse”
- Select "Import license file"
- Click on "Save"

Download SMC_PLUS software and restore all backup packages from the main system via service software

- Open the service software
- Select "Main system"
- Depending on the system, select "ARCADIS Varic” or "ARCADIS Orbic”
- Select "C-arm” under "Download"
- Select the drive containing the SMC_Plus file under "Drive"
- Select the "SMC_Plus file”
- Press the "Compare” button
- Check that the SMC_Plus line is selected with a "v”.
- Click on the "Download” button
- Close the "main system” pages
- Perform a "Restore” of the "main system” package

E

Examine the terminal strip on the motor unit

- Remove the 3D drive cover
- Check the cabling connections

F

For more information look at the extended text for this id

- Mark "Extended text” in the event log
- Start the event log via the "Go” button
  - The "Extended text” is consequently also displayed in the event log file
- Try to localize the error using the displayed text

I

If there are really memory allocation problems, you should also see problems with other imaging system applications in the event log

- Search for other messages in the event log during the same time segment

If driver reports problems:

- Uninstall the IXXAT CAN interface
- Unplug the USB-to-CAN compact module
- Plug the USB-to-CAN compact module into the PC
- Allow the driver to install automatically

- Log on as administrator
- Select "Settings"
- Select "Control panel"
- Click on "Switch to classic view"
- Double-click on "IXXAT interfaces"
  ➪ The "IXXAT interface" window is displayed
- Select "USB-to-CAN"
- Click "Test"
  ➪ A "Board info" window is displayed and indicates whether the test was successful
- If the test was not successful, unplug the USB plug of the USB-to-CAN module from the PC and wait 5 seconds
- Plug the USB plug back into the PC
  ➪ The driver is installed
- Click "Test" again

P

Please, configure a new number of the LUTs in the Servicesoftware under Configuration

Configure a new number of LUTs

- Open the service software
- Select "Configuration"
- Select "Exam set configuration” under "Imaging system"
- The number can be modified under "Maximum number of LUTs per examination set”

Please, configure a new number of Edfge Enhancements in the Servicesoftware under Configuration

Configure a new number of edge enhancements

- Open the service software
- Select "Configuration"
- Select "Exam set configuration” under "Imaging system"
- The number can be modified under "Maximum number of enhancement filters per examination set”

Position the c-arm as it is shown in the service UI

- Ensure that the C-arm is aligned in accordance with the image on the service UI

Perform an adjustment of the angulation potentiometer

- Select "3D adjustment/potentiometer" under "Main system"
- Perform the steps for the orbital potentiometer und angulation potentiometer as described under "Description"

Perform a calibration of the system

- Select "3D calibration" for ORBIC 3D or the navigation system used under "Main system"
- Perform a new calibration

perform a manual orbital movement and check if limit switches are pressed

- Remove the cable module cover

- Release the brake and manually move the C-arm
- Ensure that the limit switches switch before the C-arm reaches the mechanical limit stop
- If the limit switch does not switch, adjust it
- Check the cabling of the limit switches

Perform the 3D adjustment again

- Select "3D adjustment/potentiometer" under "Main system"
- Perform the steps for the orbital potentiometer und angulation potentiometer as described under "Description"
- Select orbital movement und perform these steps as described under "Description"

R

Restore all backup packages via service software

- Open the service software
- Select "Backup & restore"
- Insert the backup CD into the CD-ROM drive.
- Select "Restore" under "Command"
- Select the [R:] CD-R drive under "Drives"

SW-Settings02

- Select the correct (latest) backup file of "SW-Settings02" under "Archive"
- Select all files under "Groups"
- Click "Go"
  - Wait until the "Ready" message is displayed in the footer

ASPIA settings

- Select the correct (latest) backup file of "ASPIA settings" under "Archive"
- Select all files under "Groups"
- Click "Go"
  - Wait until the "Ready" message is displayed in the footer

EXAM set

- Select the correct (latest) backup file of "EXAM set" under "Archive"
- Select all files under "Groups"
- Click "Go"
  - Wait until the "Ready" message is displayed in the footer

Main system

- Select the correct (latest) backup file of "Main system" under "Archive"
- Select all files under "Groups"
- Click "Go"
  - Wait until the "Ready" message is displayed in the footer

Security settings

NOTE	**Do not edit this item if HIPAA is being used.**

- Select the correct (latest) backup file of "Security settings" under "Archive"
- Select all files under "Groups"

- Click "Go"
  - Wait until the "Ready" message is displayed in the footer

3D setting

This step is only necessary if a 3D system is available

- Select the correct (latest) backup file of "3D settings" under "Archive"
- Select all files under "Groups"
- Click "Go"
  - Wait until the "Ready" message is displayed in the footer

Retry change

Retry LUT or edge enhancement change

Edge enhancement

- Press this button on the main system
  - This initiates the change

Fig. 1:

LUT

- Press this button on the main system
  - This initiates the change

Fig. 2:

Fig. 3:

Reinstall

Reinstall the imaging system software

- Please use the "Software Installation” document for this

Reinstall the 3D software

- Refer to the document "Software Installation" (3D is a component of the imaging system software).

Remove Patient-Database

Removing the patient database

NOTE	**This deletes all of the data in the patient database** **This step should be performed as the last step prior to a new installation.**

- Open the service software
- Select "Utilities"
- Select "Database tools” under "Source"
- Select "DB remove” under "Command"
- Click "Go"

S

Save patients on CD or network and remove those patients from the patient browser

Network available

- Save the patients in an available archive as described in the operating instructions
- After saving, delete these from the Patient browser.

No network available

- Save the patients on CD ROM as described in the operating instructions
- After saving, delete these from the Patient browser.

Start a scan

Message:

- Check if approx. 10V are present at the motor If so, the motor must be replaced

- Remove the 3D drive cover
- Start the 3D scan
- Check if 10V are present at the motor
- If this is the case and the motor will not move, the motor may be defective

Start a scan

Message:

- Check if 24V are present at D10. If not, the system electronics D200 must be replaced

- Remove the 3D drive cover
- Select the 3D task card
- Check fuse F1 on printed circuit board D200
- Check whether a voltage of 24V is present at plug X12 between X12.1 and X12.2 on printed circuit board D10.
- If this is not the case, D200 may be defective.

T

The imaging system PC might be defect

- If all "Actions” listed in this error message ID have been carried out and the error was not corrected, the imaging system PC needs to be replaced

This may be caused by loading images for viewing, filming etc. In this case close all open images

- Select the "Viewing” task card
- Select "Patient"
- Select "Close all”

Test the CAN-Board

- Select Interfaces in the control panel

- The board should appear in the dialog box. If not, reinstall the module

- Select the USB-to-CAN compact module and click on Test. You should receive information about the board.

- Log on as administrator
- Select "Settings"
- Select "Control panel"
- Click on "Switch to classic view"
- Double-click on "IXXAT interfaces"
  ➪ The "IXXAT interface" window is displayed
- Select "USB-to-CAN"
- Click "Test"
  ➪ A "Board info" window is displayed and indicates whether the test was successful
- If the test was not successful, unplug the USB plug of the USB-to-CAN module from the PC and wait 5 seconds
- Plug the USB plug back into the PC
  ➪ The driver is installed
- Click "Test" again

U

Use PC Diagnosis software

Driver check

- Open Explorer
- Select "My Computer”
- Click the right mouse button
- Select "Manage"
- Select "Device manager”
- Check if one of the displayed files is marked in red or with a question mark
  - If this is the case, this indicates a driver error.
- Please inform the respective support center headquarters

Hard drive check

- Log on as administrator
- Select the Windows start button and click the right mouse button
- Open Explorer
- Select the individual drives one after the other and perform the following steps
- Click the right mouse button
- Select "Properties"
- Select "Tools"
- Select "Check now”
  - "Check disk options” is displayed
- Do not select "Automatically fix file system errors”
- Select "Scan for and attempt recovery of bad sectors”
- Press "Start”
  - "Checking disk” starts
- Follow the instructions in the displayed message

Hard drive defragmentation

NOTE	**Depending upon the size of the hard drive, defragmentation will require considerable time.**

- Log on as administrator
- Select the Windows start button and click the right mouse button
- Open Explorer
- Select the individual drives one after the other and perform the following steps

- Select "Properties"
- Select "Tools"
- Select "Defragment now.."
- Select the individual drives one after the other and perform the following steps
- Select "Analysis"
  - A message is displayed with an indication as to whether defragmentation is to be carried out.
- If the message "You do not need to defragment this volume" is displayed, select the next drive
- If the message "You should defragment this volume" is displayed, Select "Defragment"
- Then check the next drive

V

Verify that all components required foe 3d exist (see component viewer)

- Contacting USC / HSC

Verify that all components required foe 3d are in state running

- Reboot system!

Adapted the items for imaging software VB13C with restrictions.